

EXHIBIT 2



O*NET OnLine

Details Report for: 35-3011.00 - Bartenders

Updated 2021



Mix and serve drinks to patrons, directly or through waitstaff.

Sample of reported job titles: Banquet Bartender, Bar Captain, Bartender, Mixologist

View report:

Summary**Details****Custom** **Easy Read** **Veterans** **Español**

[Tasks](#) | [Technology Skills](#) | [Tools Used](#) | [Knowledge](#) | [Skills](#) | [Abilities](#) | [Work Activities](#) | [Detailed Work Activities](#) | [Work Context](#) | [Job Zone](#) | [Education](#) | [Credentials](#) | [Interests](#) | [Work Styles](#) | [Work Values](#) | [Related Occupations](#) | [Wages & Employment](#) | [Job Openings](#) | [Additional Information](#)

Tasks [Save Table \(XLS/CSV\)](#)

All 20 displayed (20 important)

Importance	Category	Task
95	Core	Clean glasses, utensils, and bar equipment.
95	Core	Collect money for drinks served.
94	Core	Balance cash receipts.
94	Core	Check identification of customers to verify age requirements for purchase of alcohol.
92	Core	Clean bars, work areas, and tables.
91	Core	Attempt to limit problems and liability related to customers' excessive drinking by taking steps such as persuading customers to stop drinking, or ordering taxis or other transportation for intoxicated patrons.
90	Core	Take beverage orders from serving staff or directly from patrons.
89	Core	Serve wine, and bottled or draft beer.
87	Core	Plan, organize, and control the operations of a cocktail lounge or bar.
87	Core	Stock bar with beer, wine, liquor, and related supplies such as ice, glassware, napkins, or straws.
85	Core	Serve snacks or food items to customers seated at the bar.
83	Core	Mix ingredients, such as liquor, soda, water, sugar, and bitters, to prepare cocktails and other drinks.
76	Core	Slice and pit fruit for garnishing drinks.
71	Core	Ask customers who become loud and obnoxious to leave, or physically remove them.
70	Core	Arrange bottles and glasses to make attractive displays.
61	Core	Create drink recipes.
85	Supplemental	Supervise the work of bar staff and other bartenders.
78	Supplemental	Order or requisition liquors and supplies.
66	Supplemental	Plan bar menus.
53	Supplemental	Prepare appetizers such as pickles, cheese, and cold meats.

[Find occupations related to multiple tasks](#)

[back to top](#)

Technology Skills

 All 4 displayed

- ➕ **Data base user interface and query software** — AZZ CardFile
- ➕ **Internet browser software** — Web browser software
- ➕ **Point of sale POS software** — Focus point of sale POS software; Intuit QuickBooks Point of Sale; NCR NeighborhoodPOS; The General Store ([see all 7 examples](#))
- ➕ **Web page creation and editing software** — Facebook 🔥

 Hot Technology — a technology requirement frequently included in employer job postings.

[back to top](#)Tools Used [Save Table \(XLS/CSV\)](#)

10 of 22 displayed




- + **Carbonated beverage dispenser** — Draught foam control devices; Electronic beer line maintenance equipment; Refrigerated liquid recirculation systems; Soda dispensers ([see all 5 examples](#))
- + **Cocktail shakers or accessories** — 3-piece cocktail shakers; 4-piece cocktail shakers; Pour spouts; Spirit measures ([see all 10 examples](#))
- + **Commercial use blenders** — Blenders; Mojito machines
- + **Commercial use cutlery** — Fruit knives; Lime slicers; Olive stuffers
- + **Commercial use dishwashers** — Glass washers; Upright glass washers
- + **Commercial use juicers** — Lime squeezers; Professional juicers
- + **Commercial use strainers** — 4-prong strainers; Cocktail strainers; Hawthorn strainers; Julep strainers ([see all 5 examples](#))
- + **Ice shaver machines or accessories** — Ice chippers; Ice crushers; Ice flakers
- + **Non carbonated beverage dispenser** — Beverage machines
- + **Point of sale POS terminal** — Point of sale POS terminals; Point of service workstations

[back to top](#)

Knowledge [Save Table \(XLS/CSV\)](#)

10 of 33 displayed (6 important)











Importance	Knowledge
86	Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
66	English Language — Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition, and grammar.
54	Education and Training — Knowledge of principles and methods for curriculum and training design, teaching and instruction for individuals and groups, and the measurement of training effects.
54	Sales and Marketing — Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.
50	Administration and Management — Knowledge of business and management principles involved in strategic planning, resource allocation, human resources modeling, leadership technique, production methods, and coordination of people and resources.
50	Public Safety and Security — Knowledge of relevant equipment, policies, procedures, and strategies to promote effective local, state, or national security operations for the protection of people, data, property, and institutions.
49	Mathematics — Knowledge of arithmetic, algebra, geometry, calculus, statistics, and their applications.

- 45  + **Personnel and Human Resources** — Knowledge of principles and procedures for personnel recruitment, selection, training, compensation and benefits, labor relations and negotiation, and personnel information systems.
- 42  + **Law and Government** — Knowledge of laws, legal codes, court procedures, precedents, government regulations, executive orders, agency rules, and the democratic political process.
- 37  + **Food Production** — Knowledge of techniques and equipment for planting, growing, and harvesting food products (both plant and animal) for consumption, including storage/handling techniques.

[back to top](#)

Skills [Save Table \(XLS/CSV\)](#)










+ - 10 of 35 displayed (13 important)

Importance	Skill
69 	+ Active Listening — Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate, and not interrupting at inappropriate times.
66 	+ Service Orientation — Actively looking for ways to help people.
56 	+ Social Perceptiveness — Being aware of others' reactions and understanding why they react as they do.
53 	+ Coordination — Adjusting actions in relation to others' actions.
53 	+ Critical Thinking — Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
53 	+ Persuasion — Persuading others to change their minds or behavior.
53 	+ Speaking — Talking to others to convey information effectively.
50 	+ Active Learning — Understanding the implications of new information for both current and future problem-solving and decision-making.
50 	+ Complex Problem Solving — Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions.
50 	+ Instructing — Teaching others how to do something.


[back to top](#)

Abilities [Save Table \(XLS/CSV\)](#)

+ - 10 of 52 displayed (18 important)

Importance	Ability
72 	+ Oral Expression — The ability to communicate information and ideas in speaking so others will understand.
69 	+ Oral Comprehension — The ability to listen to and understand information and ideas presented through spoken words and sentences.
56 	+ Information Ordering — The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).
56 	+ Near Vision — The ability to see details at close range (within a few feet of the observer).
56 	+ Speech Recognition — The ability to identify and understand the speech of another person.
53 	+ Arm-Hand Steadiness — The ability to keep your hand and arm steady while moving your arm or while holding your arm and hand in one position.
53 	+ Manual Dexterity — The ability to quickly move your hand, your hand together with your arm, or your two hands to grasp, manipulate, or assemble objects.
53 	+ Speech Clarity — The ability to speak clearly so others can understand you.
50 	+ Auditory Attention — The ability to focus on a single source of sound in the presence of other











distracting sounds.

- 50  + **Deductive Reasoning** — The ability to apply general rules to specific problems to produce answers that make sense.

[back to top](#)

Work Activities Save Table ([XLS](#)/[CSV](#))

 10 of 41 displayed (28 important)

Importance	Work Activity
77 	+ Performing for or Working Directly with the Public — Performing for people or dealing directly with the public. This includes serving customers in restaurants and stores, and receiving clients or guests.
75 	+ Establishing and Maintaining Interpersonal Relationships — Developing constructive and cooperative working relationships with others, and maintaining them over time.
69 	+ Estimating the Quantifiable Characteristics of Products, Events, or Information — Estimating sizes, distances, and quantities; or determining time, costs, resources, or materials needed to perform a work activity.
69 	+ Getting Information — Observing, receiving, and otherwise obtaining information from all relevant sources.
67 	+ Training and Teaching Others — Identifying the educational needs of others, developing formal educational or training programs or classes, and teaching or instructing others.
66 	+ Handling and Moving Objects — Using hands and arms in handling, installing, positioning, and moving materials, and manipulating things.
66 	+ Inspecting Equipment, Structures, or Materials — Inspecting equipment, structures, or materials to identify the cause of errors or other problems or defects.
65 	+ Judging the Qualities of Objects, Services, or People — Assessing the value, importance, or quality of things or people.
64 	+ Monitoring and Controlling Resources — Monitoring and controlling resources and overseeing the spending of money.
62 	+ Communicating with Supervisors, Peers, or Subordinates — Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

[back to top](#)

Detailed Work Activities Save Table ([XLS](#)/[CSV](#))

 All 18 displayed

- + Clean tableware.
- + Process customer bills or payments.
- + Enforce rules or regulations.
- + Balance receipts.
- + Clean food service areas.
- + Communicate with customers to resolve complaints or ensure satisfaction.
- + Take customer orders.
- + Serve food or beverages.
- + Manage food service operations or parts of operations.
- + Stock serving stations or dining areas with food or supplies.
- + Coordinate activities of food service staff.
- + Mix ingredients.
- + Order materials, supplies, or equipment.
- + Prepare foods for cooking or serving.

- + Arrange tables or dining areas.
- + Plan menu options.
- + Create new recipes or food presentations.
- + Cook foods.

[Find occupations related to multiple detailed work activities](#)

[back to top](#)

Work Context Save Table (XLS/CSV)

+ - 10 of 57 displayed

Work Context	Percentage of Top Responses
+ Contact With Others — How much does this job require the worker to be in contact with others (face-to-face, by telephone, or otherwise) in order to perform it?	92 Constant contact with others
+ Spend Time Standing — How much does this job require standing?	79 Continually or almost continually 22 About half the time
+ Deal With External Customers — How important is it to work with external customers or the public in this job?	56 Extremely important 33 Very important
+ Face-to-Face Discussions — How often do you have to have face-to-face discussions with individuals or teams in this job?	62 Every day 17 Once a week or more but not every day
+ Physical Proximity — To what extent does this job require the worker to perform job tasks in close physical proximity to other people?	37 Very close (near touching) 47 Moderately close (at arm's length) 12 Slightly close (e.g., shared office)
+ Freedom to Make Decisions — How much decision making freedom, without supervision, does the job offer?	41 A lot of freedom 36 Some freedom 16 Very little freedom
+ Indoors, Environmentally Controlled — How often does this job require working indoors in environmentally controlled conditions?	73 Every day 25 Never
+ Deal With Unpleasant or Angry People — How frequently does the worker have to deal with unpleasant, angry, or discourteous individuals as part of the job requirements?	40 Every day 28 Once a week or more but not every day 18 Once a month or more but not every week 14 Once a year or more but not every month
+ Importance of Being Exact or Accurate — How important is being very exact or highly accurate in performing this job?	35 Extremely important 34 Very important 13 Important 17 Fairly important
+ Spend Time Making Repetitive Motions — How much does this job require making repetitive motions?	44 Continually or almost continually 19 More than half the time 11 About half the time 19 Less than half the time

[back to top](#)

Job Zone Save Table (XLS/CSV)

Title Job Zone Two: Some Preparation Needed

Education These occupations usually require a high school diploma.

Related Experience Some previous work-related skill, knowledge, or experience is usually needed. For example, a teller would benefit from experience working directly with the public.




Job Training Employees in these occupations need anywhere from a few months to one year of working with experienced employees. A recognized apprenticeship program may be associated with these occupations.

Job Zone Examples These occupations often involve using your knowledge and skills to help others. Examples include orderlies, counter and rental clerks, customer service representatives, security guards, upholsterers, and tellers.

SVP Range (4.0 to < 6.0)

[back to top](#)

Education

Percentage of Respondents	Education Level Required
43 	High school diploma or equivalent ?
37 	Less than high school diploma
16 	Some college, no degree

[back to top](#)





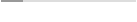

Credentials



[back to top](#)

Interests [Save Table \(XLS/CSV\)](#)











+ - All 6 displayed (3 important)

Occupational Interest	Interest
78 	Conventional — Conventional occupations frequently involve following set procedures and routines. These occupations can include working with data and details more than with ideas. Usually there is a clear line of authority to follow.
78 	Enterprising — Enterprising occupations frequently involve starting up and carrying out projects. These occupations can involve leading people and making many decisions. Sometimes they require risk taking and often deal with business.
56 	Realistic — Realistic occupations frequently involve work activities that include practical, hands-on problems and solutions. They often deal with plants, animals, and real-world materials like wood, tools, and machinery. Many of the occupations require working outside, and do not involve a lot of paperwork or working closely with others.
45 	Social — Social occupations frequently involve working with, communicating with, and teaching people. These occupations often involve helping or providing service to others.
17 	Artistic — Artistic occupations frequently involve working with forms, designs and patterns. They often require self-expression and the work can be done without following a clear set of rules.
6 	Investigative — Investigative occupations frequently involve working with ideas, and require an extensive amount of thinking. These occupations can involve searching for facts and figuring out problems mentally.

[back to top](#)

Work Styles [Save Table \(XLS/CSV\)](#)

+ - 10 of 16 displayed (16 important)







Importance	Work Style
90 	Dependability — Job requires being reliable, responsible, and dependable, and fulfilling obligations.
90 	Self-Control — Job requires maintaining composure, keeping emotions in check, controlling anger, and avoiding aggressive behavior, even in very difficult situations.
84 	Integrity — Job requires being honest and ethical.
82 	Attention to Detail — Job requires being careful about detail and thorough in completing work tasks.
78 	Cooperation — Job requires being pleasant with others on the job and displaying a good-natured, cooperative attitude.
77 	Social Orientation — Job requires preferring to work with others rather than alone, and being personally connected with others on the job.
75 	Stress Tolerance — Job requires accepting criticism and dealing calmly and effectively with high-stress situations.
74 	Concern for Others — Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job.
71 	Adaptability/Flexibility — Job requires being open to change (positive or negative) and to considerable variety in the workplace.
69 	Independence — Job requires developing one's own ways of doing things, guiding oneself with little or no supervision, and depending on oneself to get things done.

[back to top](#)

Work Values

[Save Table \(XLS/CSV\)](#)


	All 6 displayed (2 important)
---	-------------------------------





Extent	Work Value
72 	Relationships — Occupations that satisfy this work value allow employees to provide service to others and work with co-workers in a friendly non-competitive environment. Corresponding needs are Co-workers, Moral Values and Social Service.
50 	Independence — Occupations that satisfy this work value allow employees to work on their own and make decisions. Corresponding needs are Creativity, Responsibility and Autonomy.
39 	Support — Occupations that satisfy this work value offer supportive management that stands behind employees. Corresponding needs are Company Policies, Supervision: Human Relations and Supervision: Technical.
28 	Recognition — Occupations that satisfy this work value offer advancement, potential for leadership, and are often considered prestigious. Corresponding needs are Advancement, Authority, Recognition and Social Status.
22 	Achievement — Occupations that satisfy this work value are results oriented and allow employees to use their strongest abilities, giving them a feeling of accomplishment. Corresponding needs are Ability Utilization and Achievement.
22 	Working Conditions — Occupations that satisfy this work value offer job security and good working conditions. Corresponding needs are Activity, Compensation, Independence, Security, Variety and Working Conditions.

[back to top](#)

Related Occupations

[Save Table \(XLS/CSV\)](#)

	All 10 displayed
---	------------------

- 35-3023.00 [Fast Food and Counter Workers](#) 
- 39-3011.00 [Gambling Dealers](#) 
- 39-3012.00 [Gambling and Sports Book Writers and Runners](#) 
- 41-1011.00 [First-Line Supervisors of Retail Sales Workers](#) 

41-2012.00	Gambling Change Persons and Booth Cashiers	 Bright Outlook
41-2031.00	Retail Salespersons	
43-3041.00	Gambling Cage Workers	
43-4081.00	Hotel, Motel, and Resort Desk Clerks	
51-3011.00	Bakers	
51-3021.00	Butchers and Meat Cutters	

[back to top](#)

Wages & Employment Trends

Median wages (2020) \$12.00 hourly, \$24,960 annual

State wages

Local wages ZIP Code:

Employment (2020) 492,300 employees

Projected growth (2020-2030) ■■■■ Much faster than average (15% or higher)

Projected job openings (2020-2030) 111,300

State trends

Top industries (2020) [Accommodation and Food Services](#) (80% employed in this sector)
([see all industries](#))

Source: Bureau of Labor Statistics [2020 wage data](#) and [2020-2030 employment projections](#). "Projected growth" represents the estimated change in total employment over the projections period (2020-2030). "Projected job openings" represent openings due to growth and replacement.

[back to top](#)

Job Openings on the Web

[back to top](#)

Sources of Additional Information

All 6 displayed

Disclaimer: Sources are listed to provide additional information on related jobs, specialties, and/or industries. Links to non-DOL Internet sites are provided for your convenience and do not constitute an endorsement.

- [National Restaurant Association](#)
- [Occupational Outlook Handbook: Bartenders](#)
- [Service Employees International Union](#)
- [TIPS](#)
- [UNITE HERE](#)
- [United States Bartenders' Guild](#)

[back to top](#)